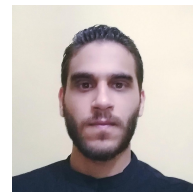# Mahmoud Hegazy

GENERAL INFO

Full Name: Mahmoud Magdy Hegazy
Date of Birth: 15th of January 1994
Nationality: Egypt
Marital Status: Single
Location: Manial, Cairo, Egypt

CONTACT INFO

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Phone: 0223646863
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Facebook: https://www.facebook.com/mahmoud.magdi.54
Website: https://e33d14b7-8789-4c3c-9898-f9186225daea.htmlpasta.com/
Blog: https://e33d14b7-8789-4c3c-9898-f9186225daea.htmlpasta.com/
Other: https://98a91f9e-0698-4284-b12b-2bf192e93fb0.htmlpasta.com/
Youtube: https://www.youtube.com/channel/UCZ7I_VqB2ubESCRJJJfm14Q?view_as=subscriber
Github: https://github.com/MahmoudHegazi

PROFESSIONAL EXPERIENCE

Jan 2018 to Aug 2019
(1 year and 7 months)

Technical Support Representative at **We (Te-Data)**
Cairo, Egypt
Industry: Telecommunications. Company Size: More than 1000 employees
first-level technical support answer inbound calls and recognize the problem type and state, solve it or escalate it to the second level after attached or adding the need documents with my reports like the system screenshot or required info like IP, Problems Types (Data Down, Physical Instability, Logical Instability, Slowness, Browsing, Wrong Card and Port). make a report after each call. required a CCNA Certified, and excellent computer skills and good communication skills

EDUCATION

2012 - 2016
BS in business administration
Sadat Academy for Management Sciences (SAMS), Egypt
Overall Grade: Good
Studied Subjects: Bank Management,Visual Communication, Accounting, Management, HR, Business, Economics ,Math,Principles of Commercial law,Marketing,English,TOEFL Course,C++, - Visual Communication

ACHIEVEMENTS

shortlisted for a Udacity Nanodegree program in Full Stack Developer Track sponsored by One Million Arab Coders initiative. (Reward) start from 15/9/2019 to 15/1/2020 https://www.udacity.com/, I win the Nanodegree scholarship for free, it costs 30,000 EGP I have been chosen from more than 1milion coder around the Arab world.

CERTIFICATES AND TRAININGS

Jun 2019
Full Stack Development Track (Score: 100)
1 milion arab coders

May 2019	**Full Stack Developer NanoDegree Scholarship** at UDACITY — 1MAC HTML, Python, CSS, Vision Control, SQL, Python Turtle Graphics, python applications, AJAX, (But I didn't finish it yet IT will end at 1 JAN. Note I win this scholarship
Apr 2019	**Python** at Udacity
Mar 2019	**Google Cloud Platform** at developers.google.com
Oct 2018	**HTML 5** at www.w3schools "HTML 5 Tutorial" , HTML5 Forms , HTML 5 , HTML5 Graphics . HTML5 Media, and more
May 2018	**Network +** at Capital Academy First chapter at CCNA
Feb 2018	**CSS3** at W3schools.com
May 2017	**Network+** (Score: 100 out of 100)
Jan 2016	**TOEFL**

LANGUAGES

- English: Advanced.

SKILLS

- Advanced in HTML5 and JavaScript.
- Intermediate in Microsoft Outlook, Network Fundmentals, Building JS quizzes, Git, GitHub, website Desgin, Database setup, SQL, CSS 3, web-applications, AJAX, Database, Python Web Server, Linux Ubuntu 19.10, HTML games and Python.
- Beginner in Flask.

AREAS OF EXPERTISE

- Beginner in Decision Making.